## *THE USER NEEDS THEIR PASSWORD RESET, BUT WHERE DO I RESET THE PASSWORD?*

**Scenario 1:  The user has already successfully used the AMC GUI and synchronized the password.**

**What to do:**  Reset the user's Citrix password.

**Why?:**  This indicates that the user can not log into the mainframe via Rumba or the AMC GUI application via the Citrix servers.  By virtue of having already used the AMC GUI application, the user has synchronized the password and the AMC GUI application already knows the user's mainframe (Rumba) password.  Thus, there is no need to reset the password on the mainframe.

**What happens next?:**  The user will log onto the Citrix server and when the user runs the AMC GUI application, the mainframe security will realize that the Citrix password and the G081 password are out of synch and prompt the user to change/resynchronize the passwords.  From that point forward, the user will use then new synchronized password regardless of the connection method; TCP/IP (Rumba) or SSL (Citrix server).

**Scenario 2:  The user can get into G081 via Rumba, but cannot successfully log onto the Citrix servers.**

**What to do:**  Reset the user's Citrix password.

**Why?:**  The passwords are not synchronized and since the user already knows the G081 (mainframe) password, then there is not point in resetting the mainframe password.  The user should be able to successfully log onto the Citrix servers with a new, initial password.

**What happens next?:**  Three things should occur.
1) The user will log onto the Citrix server and then the user should attempt to run the AMC GUI application.
2) At that point, the user should be prompted to enter their G081 password; have them enter the password they used to log into the the mainframe; presumably they did this via Rumba.
3) After they have entered the G081 password, the AMC GUI application will prompt the user to change/resynchronize the password.   The user will change the password to a password that meets the perscribed criteria and from that point forward, will use the new, resynchronized password regardless of the connection method; TCP/IP (Rumba) or SSL (Citrix server).

**Scenario 3:  The user HAS NOT used the AMC GUI via Citrix nor can the user log into G081 via Rumba.**

**What to do:**  Reset the user's password in both the mainframe (G081) and Citrix (AMC GUI).

**Why?:**  The user is out of luck at this point and will be required to step through the entire process.

**What happens next?:**  Four things should occur:
1) The user will log onto the Citrix server using their G081 userID and the newly generated Citrix default password and then the user should attempt to run the AMC GUI application.
2) After clicking the AMC GUI application, the user should be prompted to enter the initial G081 password.  After entering the initial G081 password, the mainframe should prompt them to change and synchronize the password.
3) The user will change the password to a password that meets the perscribed criteria and from that point forward, will use the new, resynchronized password regardless of the connection method; TCP/IP (Rumba) or SSL (Citrix server)